

Customer Services and Support

Cisco Systems makes a substantial investment in customer services, which range from a one-time installation service to comprehensive, around-the-clock maintenance packages. Our goal is to maintain a level of customer service equal to the quality of our product: the “gold standard” of internetwork systems.

This chapter contains the following sections:

- Onsite Consulting
- Technical Assistance Centers
- SMARTinstall
- Cisco Connection Online
- Maintenance Agreements
 - SMARTnet
 - Comprehensive Onsite Support
- Return Material Authorization



Onsite Consulting

Cisco Systems offers onsite consulting for customers requiring onsite technical support during the planning and implementation of their networks. During the time the Cisco Systems network consultant is onsite, the consultant will evaluate your present and future networking needs. This evaluation will cover such areas as anticipated network performance, future viability of internetworking existing protocols, preinstallation concerns, and a recommended network design. For more information, contact Cisco Systems at 800-553-NETS (408 526-7208 outside the United States) or contact your local Cisco representative.

Technical Assistance Centers

The focal point of Cisco support services are the Cisco Technical Assistance Centers (TACs). These centers—located in San Jose, California; Research Triangle Park, North Carolina; and Brussels, Belgium—are staffed by senior customer support engineers who have experience with the Cisco product line and all aspects of data communications and internetworking technologies.

If you are a network administrator needing personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, you may call Cisco's Technical Assistance Center at 800 553-2447, or 408 526-7209, or send an e-mail message to tac@cisco.com. Emergency technical assistance (for network-down or severe network problems) is available 24 hours a day, 7 days a week.

Cisco and its European service partners coordinate all customer service in Europe, including hardware and software telephone technical support, onsite service, and module exchange and repair.

For more information, contact the European Technical Assistance Center:

- Phone: 32 2 778 42 42
- Fax: 32 2 778 43 00
- E-mail: euro-tac@cisco.com

SMARTinstall

SMARTinstall service is available for all products sold by Cisco Systems. Installations are performed between the hours of 9:00 a.m. and 5:00 p.m., Monday through Friday, excluding Cisco-observed holidays. Service includes unpacking, mounting, network connection, diagnostics, and primary network serial link testing to the remote end (for HDLC encapsulation only). The Cisco Systems onsite services team sends a copy of the *Site Preparation Guide* to acknowledge receipt of an order for SMARTinstall.

Cisco Connection Online

Cisco Connection Online (CCO) is Cisco Systems' primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional content and services.

Note Cisco Connection Online was formerly known as Cisco Information Online (CIO) and functions in the same way.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco's customers and business partners. CCO services include product information, software updates, release notes, technical tips, the Bug Tool Kit, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously: a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, Internet e-mail, and fax download options, and is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: <http://www.cisco.com>.
- Telnet: [cco.cisco.com](telnet://cco.cisco.com)
- Modem:
 - From North America, 408 526-8070.
 - From Europe, 33 1 64 46 40 82.
 - Use the following terminal settings: VT100 emulation; data bits: 8; parity: none; stop bits: 1; and baud rates up to 14.4 kbps.
- X.25: 02080 912301192
- X.21: 3110 408 49020
- Network services: MCI Tymnet, SprintNet, and InfoNet
- E-mail help:
 - Automated: cco-help@cisco.com (includes access to Frequently Asked Questions (FAQ))
 - Personnel: cco-team@cisco.com.

Maintenance Agreements

Cisco Systems' commitment to high reliability, availability, and serviceability are exemplified in its contractual support offerings. Cisco Systems provides the following maintenance programs:

- SMARTnet (software maintenance, advance replacement of hardware, and technical support required for self-maintenance)

- Comprehensive onsite options:
 - Level 1 service— Next business day response time
 - Level 2 service— 8x5, 4-hour response time
8 hours a day, 5 days a week, someone will be on-site within 4 hours after a determination is made that there is a hardware failure.
 - Level 3 service— 24x7, 4-hour response time
24 hours a day, 7 days a week, someone will be on-site within 4 hours after a determination is made that there is a hardware failure.

SMARTnet

SMARTnet support provides you with the necessary software maintenance, advance replacement of hardware, and technical support required for self-maintenance. SMARTnet agreements provide the following:

- One-hour telephone callback for equipment configuration and software problems by the Technical Assistance Center (6:00 a.m. to 6:00 p.m. Pacific time, Monday through Friday)
- 24 hour, 7 days per week emergency net-down telephone support
- Electronic mail inquiries and responses
- Major software updates, if requested
- Software maintenance releases
- New manual on request with each software update
- Access to CCO (formerly known as CIO)
- Guaranteed next-business-day delivery of advance replacement parts (when request is received before 3:00 p.m. Pacific time)

SMARTnet agreement product numbers are listed in Table 344 through Table 350.

Table 344 SMARTinstall Agreements

Product	Agreement Product Number
Onsite Field Engineer Installation	CE-INST
Console Port Modem	CD-INST-MODEM
LightStream 2020 Installation	CON-INST-L2020

Table 345 Cisco 7000 Family SMARTnet Agreements

Product	Agreement Product Number
Cisco 7505	CON-SNT-7505
Cisco 7507	CON-SNT-7507
Cisco 7513	CON-SNT-7513
Cisco 7204	CON-SNT-7204

Product	Agreement Product Number
Cisco 7206	CON-SNT-7206
Cisco 7010	CON-SNT-7010
Cisco 7000	CON-SNT-7000
Cisco 7000 CIP	CON-SNT-CIP
AGS+	CON-SNT-F
ASM-CS	CON-SNT-AS

Table 346 Access SMARTnet Agreements

Product	Agreement Product Number
Cisco 4000	CON-SNT-4000
Cisco 4500	CON-SNT-4500
Cisco 4700	CON-SNT-4700
Cisco 2501	CON-SNT-2501
Cisco 2501-LF/CF	CON-SNT-2501F
Cisco 2501-CF/DC	CON-SNT-2501F
Cisco 2502	CON-SNT-2502
Cisco 2502-LF/CF	CON-SNT-2502F
Cisco 2503	CON-SNT-2503
Cisco 2503I	CON-SNT-2503I
Cisco 2504	CON-SNT-2504
Cisco 2504I	CON-SNT-2504I
Cisco 2505	CON-SNT-2505
Cisco 2507	CON-SNT-2507
Cisco 2509	CON-SNT-2509
Cisco 2510	CON-SNT-2510
Cisco 2511	CON-SNT-2511
Cisco 2512	CON-SNT-2512
Cisco 2513	CON-SNT-2513
Cisco 2514	CON-SNT-2514
Cisco 2515	CON-SNT-2515
Cisco 2516	CON-SNT-2516
Cisco 2517	CON-SNT-2517
Cisco 2518	CON-SNT-2518
Cisco 2519	CON-SNT-2519
Cisco 2520	CON-SNT-2520
Cisco 2520-LF/CF	CON-SNT-2520F
Cisco 2521	CON-SNT-2521
Cisco 2521-LF/CF	CON-SNT-2521F

Product	Agreement Product Number
Cisco 2522	CON-SNT-2522
Cisco 2522-LF/CF	CON-SNT-2522F
Cisco 2523	CON-SNT-2523
Cisco 2523-LF/CF	CON-SNT-2523F
Cisco 2524	CON-SNT-2524
Cisco 2525	CON-SNT-2525
Cisco 5100 Access Server	CON-SNT-AS5101
Cisco 5200 Access Server	CON-SNT-AS5200
Cisco 1000 Series	CON-SNT-10XX
Cisco 750 Series	CON-SNT-75X
Cisco 760 Series	CON-SNT-76X
AccessPro PC card (AP-EC, AP-RC, AP-EBC, or AP-RBC)	CON-SNT-AP-XXX
508-CS	CON-SNT-C8
516-CS	CON-SNT-C16

Table 347 Workgroup SMARTnet Agreements

Product	Agreement Product Number
Catalyst 5000	CON-SNT-WS-C5001
Catalyst 3000	CON-SNT-WS-C30XX
Catalyst 2900	CON-SNT-WS-C290X
Catalyst 2800	CON-SNT-WS-C280X
Catalyst 2100	CON-SNT-WS-C2100
Catalyst 1700	CON-SNT-WS-C1700
Catalyst 1200	CON-SNT-WS-C1200
FastHub 100 Repeaters	CON-SNT-WS-C1XX
Catalyst 1600	CON-SNT-WS-C1600
WS-C14XX	CON-SNT-WS-C1400
SwitchProbes:	
WSPROBE-ETH-4M	CON-SNT-WS-PROBE4M
WSPROBE-TR-4M	CON-SNT-WS-PROBE4M
WSPROBE-DUAL-ET	CON-SNT-WS-PROBEDU
WSPROBE-DUAL-TR	CON-SNT-WS-PROBEDU
WSPROBE-SCDDI-ET	CON-SNT-WS-PROBESC
WSPROBE-SCDDI-TR	CON-SNT-WS-PROBESC
WSPROBE-SFDDI-ET	CON-SNT-WS-PROBESF
WSPROBE-SFDDI-TR	CON-SNT-WS-PROBESF
WSPROBE-DFDDI-ET	CON-SNT-WS-PROBEDF
WSPROBE-DFDDI-TR	CON-SNT-WS-PROBEDF
WSPROBE-FE-HD-TX	CON-SNT-WS-PB-FEHD
WSPROBE-FE-FD-TX	CON-SNT-WS-PB-FEFD
Workgroup Adapter	CON-SNT-WA-ADAPT

Table 348 Network Management SMARTnet Agreements

Product	Agreement Product Number
CiscoWorks NetView Interface Option	CON-SNT-NMS-NV
CiscoWorks Windows	CON-SNT-NMS-CWPC
CiscoWorks Blue Native Service Point—NetView	CON-SNT-BLUNSP-NV
CiscoWorks Blue Native Service Point—NetMaster	CON-SNT-BLUNSP-NM
CiscoWorks Blue MAPS	
CiscoWorks Blue Maps for NetView—AIX	CON-SNT-BLUMAP-NV
CiscoWorks Blue Maps for HP OpenView on HP-UX	CON-SNT-BLUMAP-OVH
CiscoWorks Blue Maps for SunNet Manager	CON-SNT-BLUMAP-SNM
CiscoWorks Blue SNA	
CiscoWorks Blue SNA View for NetView—AIX (small)	CON-SNT-SNA-NV-SM
CiscoWorks Blue SNA View for NetView—AIX (medium)	CON-SNT-SNA-NV-MD
CiscoWorks Blue SNA View for NetView—AIX (large)	CON-SNT-SNA-NV-LG
CiscoWorks Blue EView/Open for AIX	CON-SNT-EVO-NV
CiscoWorks Blue SNA View for NetView—HP-UX (small)	CON-SNT-SNA-OVH-SM
CiscoWorks Blue SNA View for NetView—HP-UX (medium)	CON-SNT-SNA-OVH-MD
CiscoWorks Blue SNA View for NetView—HP-UX (large)	CON-SNT-SNA-OVH-LG
CiscoWorks Blue EView/Open for HP-UX	CON-SNT-EVO-OVH
CiscoWorks Blue SNA View for NetView—SunNet (small)	CON-SNT-SNA-SNM-SM
CiscoWorks Blue SNA View for NetView—SunNet (medium)	CON-SNT-SNA-SNM-MD
CiscoWorks Blue SNA View for NetView—SunNet (large)	CON-SNT-SNA-SNM-LG
CiscoWorks Blue EView/Open for SunNet Manager	CON-SNT-EVO-SNM
CiscoView (all models)	CON-SNT-NMS-CV
Workgroup Director (WS-C18XX)	CON-SNT-WS-C1800
SMARTnet for TrafficDirector (PC Windows)	CON-SNT-TD-PC
SMARTnet for TrafficDirector (SunOS, Solaris)	CON-SNT-TD-SUN
SMARTnet for TrafficDirector (HP-UX)	CON-SNT-TD-HP
SMARTnet for TrafficDirector (IBM-AIX)	CON-SNT-TD-IBM
Total Control Manager (for Cisco AS5100 Access Server)	CON-SNT-NMS-AS51
NETSYS Tools:	
NETSYS Connectivity Tools, 25 routers (Sun)	CON-SNT-CT-25-SUN
NETSYS Connectivity Tools, 50 routers (Sun)	CON-SNT-CT-50-SUN
NETSYS Connectivity Tools, 100 routers (Sun)	CON-SNT-CT-100-SUN
NETSYS Connectivity Tools, 100 extenders (Sun)	CON-SNT-CT-EXT-SUN
NETSYS Connectivity Tools, 25 routers (AIX)	CON-SNT-CT-25-AIX
NETSYS Connectivity Tools, 50 routers (AIX)	CON-SNT-CT-50-AIX
NETSYS Connectivity Tools, 100 routers (AIX)	CON-SNT-CT-100-AIX
NETSYS Connectivity Tools, 100 extenders (AIX)	CON-SNT-CT-EXT-AIX
NETSYS Performance Tools, 25 routers (Sun)	CON-SNT-PT-25-SUN
NETSYS Performance Tools, 50 routers (Sun)	CON-SNT-PT-50-SUN
NETSYS Performance Tools, 100 routers (Sun)	CON-SNT-PT-100-SUN
NETSYS Performance Tools, 100 extenders (Sun)	CON-SNT-PT-EXT-SUN
CiscoSecure UNIX Server	
CiscoSecure UNIX Server, 16 ports	CON-SNT-CS1.0-16
CiscoSecure UNIX Server, 48 ports	CON-SNT-CS1.0-48
CiscoSecure UNIX Server, 192 ports	CON-SNT-CS1.0-192
CiscoSecure UNIX Server, 1024 ports	CON-SNT-CS1.0-1024

Product	Agreement Product Number
Cisco Hub/Ring Manager	CON-SNT-HRM-PC
VlanDirector	CON-SNT-VLANDIR
CiscoWorks for Switched Internetwork Products CWSI-1.0-XXX	CON-SNT-NMS-SI

Table 349 Internet Products SMARTnet Agreements

Product	Agreement Product Number
Cisco PIX Firewall	CON-SNT-PIX
Cisco IPeXchange Internet Gateway 1003	CON-SNT-IJ-1003
Cisco IPeXchange Internet Gateway 1004	CON-SNT-IJ-1004
Cisco IPeXchange Internet Gateway 1005	CON-SNT-IJ-1005
Cisco LocalDirector	CON-SNT-LDIR

Table 350 ATM SMARTnet Agreements

Product	Agreement Product Number
Cisco LightStream 2020	CON-SNT-L2020
Cisco LightStream 1010	CON-SNT-L1010
Cisco LightStream 100	CON-SNT-A100
StreamView	CON-SNT-NMS-SV
ControlStream traffic management software	CON-SNT-NMS-CS
ATM Adapter	CON-SNT-WA-ATM

Comprehensive Onsite Support

A comprehensive support agreement is available from Cisco Systems. Comprehensive support includes all SMARTnet services, plus onsite remedial hardware field service. All Cisco equipment at the customer's location must be placed under contract.

Level 1 Service (CON-LEVEL 1)

- All services covered under SMARTnet
- Onsite service coverage from 9:00 a.m. to 5:00 p.m. local time, Monday through Friday, excluding Cisco-observed holidays
- All parts, labor, and material required for remedial service
- Next business day service by 10:00 a.m. for onsite remedial service
- Critical hardware problem escalation
- Installation of all mandatory engineering and factory change notices

Level 2 Service (CON-LEVEL 2)

- All services covered under SMARTnet
- Onsite service coverage from 9:00 a.m. to 5:00 p.m. local time, Monday through Friday, excluding Cisco-observed holidays
- All parts, labor, and material required for remedial service
- Four-hour response time for remedial hardware services
- Critical hardware problem escalation
- Installation of all mandatory engineering and factory change notices

Level 3 Service (CON-LEVEL 3)

- All services covered under SMARTnet
- Onsite service coverage 24-hours per day, 7 days per week, including Cisco-observed holidays
- All parts, labor, and material required for remedial service
- Four-hour response time for remedial hardware services
- Critical hardware problem escalation
- Installation of all mandatory engineering and factory change notices

Four-hour response time for Level 2 and Level 3 service is available within a 50-mile radius of all major metropolitan cities. Preapproval by Cisco Systems is required. New 4-hour response locations require a 30-day preparation period to place local parts and notify the third-party service provider. For remote diagnostic purposes, all customers electing comprehensive services must provide a modem with each router. Please contact your local Cisco sales representative for pricing.

Return Material Authorization

Follow these guidelines to return parts to Cisco:

- Use a grounding wrist strap when packing and unpacking parts.
- Use original packing material to wrap and return the parts.
- Affix an RMA return shipping label to the outside of each container. If you are returning additional shipping containers, write the RMA number and shipping address on the outside of each container to ensure that you are credited for all returned equipment.
- Return the parts within thirty (30) days of the date that you receive the replacement parts or you will be billed for the outstanding parts at list price.

- International customers: To expedite your return, five copies of the proforma/customs invoice must be included with each shipment.
- Ship the return parts freight prepaid.

Cisco Systems, Inc.
RMA Receiving
1135 Walsh Avenue
Santa Clara, CA 95050

If you have any questions regarding your order, call:

U.S. customers: 800 553-6387
International customers: 408 526-7208
FAX number: 408 526-5050 (worldwide)